

**Michigan Corrections Organization**  
**Member Benefits Associate**

**Purpose:** The Member Benefits Associate provides support to the Member Benefits Director of MCO. The Member Benefits Associate will work closely with the Director to develop and implement recruitment opportunities to engage new partners around member benefits. The Member Benefits Associate will also provide calendar maintenance, communications and other administrative support for the Member Benefits Director.

**Primary Responsibilities:**

- Contact new union members and initiate follow-up communications on dues related issues;
- Work with finance staff to post dues and reconcile dues income with accounting;
- Develop and maintain procedures to assure integrity of the membership database;
- Manage member enquiries by providing information and advice, or by referring the enquiry to the appropriate personnel;
- Answer telephone calls and document all member related issues in database;
- Research membership and product initiative marketing activities;
- Assist with development and testing of strategies to market member benefits, recruit new members and retain current members using member benefits;
- Work with other departments and outside partners to draft, review, and make improvements to benefits marketing communications;
- Analyze existing member demographics and conduct market research to inform membership strategies;
- Assist in tracking staff effectiveness with respect to marketing of member benefits;
- Research and investigate problems for plan participants;
- Maintain member confidence and protect operations by keeping data strictly confidential, including, but not limited to, the privacy provisions of the Health Insurance Portability and Accountability Act (HIPAA);
- Travel to security facilities throughout Michigan and interact with members and Union leadership;
- Participate in relevant training and professional development activities;
- Other duties as may be assigned.

**Requirements/Qualifications:**

- Ability to work independently and exercise sound judgment to advance the goals of the Union and its members;
- Strong project management and organizational skills;
- Ability to independently develop creative solutions to complex challenges;
- Ability to manage multiple projects simultaneously in a fast-paced environment with frequent deadlines;
- Capacity to learn complex benefits information as well as develop new benefits programs;
- Experience in preparing, administering, and maintaining a variety of electronic reports;
- Knowledge and understanding of collective bargaining issues and human resource management;
- Sound interpersonal and communication skills to provide a quality member experience and the ability to establish and cultivate respectful relationships with people from diverse backgrounds;
- Ability to work with members employed inside various prisons at different security levels.

**Supervision:** This position directly reports to the Member Benefits Director.